



Getting Connected

Issue 4

TRADES ADVISORY COUNCIL MEMBERS:

Richard Smith
TN Fire Sprinkler

Chris Remke
Mid TN Assoc of Bldrs & Contractors

Jack Steakley & Andy Ward
Nashville Area Plumb & Mech Assoc.

Ralph Gregory
Plumbing, Heating, Cooling Contr

Dan Barge, III
TN Society of Professional Engineers
Barge Caughen & Associates

Ilke Hanslor
Commercial Fire Protection
IS Engineer & Utilities

Eba Hobbs
Commercial Bldr/Dev
R.C. Mathews

Lance Hornbuckle
Commercial Plumbing
Hornbuckle Plumbing

Rick Jones
Commercial Contractor
T.W. Frierson

Katherine Garland
Commercial Engineer
Crouch Engineering P.C.

Rick Blackburn
Residential Bldr/Dev
Regents Homes

Gail McQuiston
Residential Plumbing
Lamberth & Sons Plumbing Co

Jim McLean
Residential Contractor
McLean Builders



Trades Advisory Council Focus Group

The Trades Advisory Council (TAC) was created to provide a method for gathering input and insight from our customer base. The group began meeting regularly in 2003. MWS would like to thank the original members who have devoted their time to this effort and continue to assist MWS in developing solutions that are acceptable to both MWS and our customers.

The members outside of MWS recently participated in a focus group survey to identify areas for improvement in the TAC process. The survey verified the members value their role on this group and feel progress has been made in communication and understanding of MWS' procedures. The summary report and recommendations submitted by the consultant have been reviewed by the entire group.

As a result, there has been a change in the membership to allow participation of MWS section representatives, as well as professional organizations, that are directly involved in the processes related to development. There will be a balance of residential and commercial customer representatives on the group. The following members from MWS have been added: Bob Wingo, Engineering, Lyn Fontana and Jim Paulus, System Services. Ronnie Russell, System Services, was welcomed back as a part of the TAC. Other members are Martha Segal, Mary Ellen Jackson, Gary Ragland, and Marilyn Tidwell from Customer Service and Mike Morris from Engineering. The group will meet on the third Wednesday of each month. Minutes and updates are posted regularly on our website www.nashville.gov/water/tac. Agenda items may be submitted by email mws.permits.admin@nashville.gov, fax 615-862-7257, or through any member listed on this publication. We welcome your input!

Revised Guidelines

The TAC has completed a review of the guidelines for residential and commercial meter, meter box and backflow installations and inspections. We believe our customer base will find these "user-friendly". This information, as well as the latest technical specifications, are available on the website and at the Permits Office. Be sure to review these at your convenience.

Just Around the Corner!!

- Electronic Bill Presentation and Payment
- Codes KIVA Go-Live
- Consolidated Billing
- Annual Meeting October 2006



New Home for MWS Permits



DID YOU KNOW?

- * The MWS Permits Office is now located on the first floor of the Metro Office Building (MOB) on the Howard School Campus. There is now ample customer parking.
- * Based on a review of customer visits to our office, we have changed our work hours to 7:30 a.m. to 4:00 p.m. Lunch breaks have been adjusted to assure coverage during peak hours.
- * The KIVA permitting software was implemented on May 8 for MWS. The Codes Department will begin utilizing this same system in June of this year. Please have patience as we work through the expected challenges with any new enterprise system.
- * The Bell South Symposium Phone System was initiated for all departments moving to the MOB. This system features enhancements that allow MWS to track the number of calls received. Our main number is 862-7225. The following direct numbers may be used as indicated:

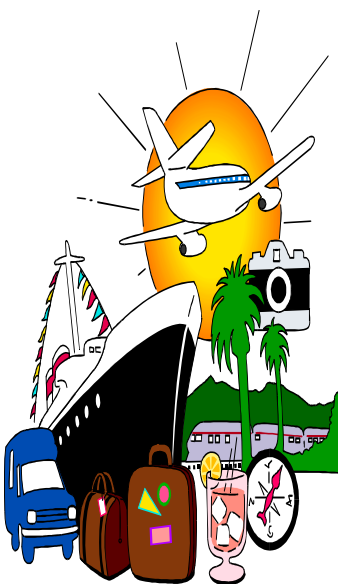
Tap scheduling	862-7227	ext 77287 or 77218
Meter inspection results	862-7227	ext 77221 or 77216
Meter inspection scheduling	862-7227	ext 77220
Variances	862-7230	
Cross Connections	862-7227	ext 77220
Plans Review	862-7227	ext 77219 or 77220

- * Portions of the Engineering Division are now utilizing the MWS IVR system to answer and route all customer calls. The main number is 862-4598. You may use the following options:

Option 1	Capacity studies for new development
Option 2	Records, as-builts and locations
Option 3	Permitting Section
Option 4	Construction plans for main extensions
Option 5	Subdivision plats

- * A new form "Request for Permits" should be used when requesting sewer and water approvals and set meter permits.

Enjoy your Sum-



Building communities!

